ImaGEN

Integrated Multi-Application Generator

Avanti 3025 telephone set

User guide

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Telrad Telecommunications Inc.,
Woodbury, New York

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NOTICE

This publication refers to Telrad Integrated Multi Application Generator (ImaGEN), Release 7.0, connected to Telrad DIGITAL KEY BX, DIGITAL 400, and DIGITAL 1000 exchanges, Release SB7/DB7/LB7, as of July 1999.

Telrad reserves the right to modify the equipment and software described herein without prior notice. However, changes made to the equipment or software described herein do not necessarily render this publication invalid.

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WHAT IS IMAGEN?

IMAGEN is a multiple application generator that incorporates an electronic voice mail system, providing you with an easy, fast and dependable way to communicate with people inside and outside your organization.

- For outside callers dialing in to your organization, **IMAGEN** plays a recorded announcement that offers assistance in reaching the person with whom they want to speak, and provides options for proceeding if that person is subsequently unavailable.
- For you, as an **IMAGEN** subscriber, the wide variety of **IMAGEN** features provides you with the flexibility you need in managing your communications requirements, such as handling incoming calls, and leaving and receiving messages. This manual provides you with an explanation of these features, together with step-by-step instructions for operating the **IMAGEN** functions.

BASIC CONCEPTS

WHAT IS A MAILBOX?

Every internal **IMAGEN** user is assigned a mailbox for their own personal use. This is where the recorded messages you receive are stored.

Each mailbox has a unique number (up to six digits). Your mailbox number is usually the same as your extension number.

Once the system administrator has assigned a mailbox to you, you personalize it by:

- obtaining a unique password from the system administrator (which you can change or cancel);
- recording your name in your mailbox;
- recording the personal greetings that you want your callers to hear when you are unavailable.

SOFTKEYS

The sixteen keys located on the left, right and beneath your display screen are called softkeys. The name of each softkey appears on the display screen next to it. This name changes, depending on the particular function you are performing.

When performing most functions you have two choices. You can either press a softkey, or dial the corresponding number on the dialpad, in order to perform the same function. In many cases you also have a third choice - to press the corresponding icon, which appears on the bottom row of the display.

For example, when recording a message you can add additional recording time by:

- pressing the ***{ADD TIME}*** softkey, or
- dialing **[4]** on the dialpad, or
- pressing the add time icon ⏲.

For some functions there is no softkey or icon, but only a number on the dialpad.

For your convenience both the softkey (if available) and the digit for performing a certain function appear in the menus in this manual.

ICONS

Icons for activating IMAGEN features appear on the bottom line of the display. In most cases a regular text softkey also appears for activating the same function.

The following table explains the meaning of each icon. See your telephone set User guide for an explanation of other icons not specific to IMAGEN.

Icon	Meaning
⬆ or ↵	Return to the previous menu.
?	Repeat this menu/Help.
✗	Delete the message.
◀◀	Rewind the message.
❚❚	Pause.
▶▶	Fast forward the message.
⏲	Add time. Used to: Add time to a message you are recording, Add recording time for a conversation you are recording, or Activate message monitoring.

Icon	Meaning
■	End of message/End of record. Press to indicate you have finished recording a message or a conversation.
►	Playback. Play a message.
√	Save the message.
⦿	Record. Used to: Leave a message, Record a greeting or your name, Modify a previously recorded message, or Record a conversation.
↶	Undelete. Restore a message you have deleted.
(visual list icon)	Visual list/Distribution list. Used to: Display a list of your messages, or Display a list of mailboxes belonging to your personal distribution list.
(details icon)	Show details of a currently displayed entry.

MENUS

A menu is a list of options. For example, upon entering the system at your extension, you receive the IMAGEN MAIN Menu:

To leave a message	***{LEAVE MSG}***	**[2]**
To enter a mailbox	***{ENTER MBOX}***	**[#]**
To enter your mailbox	***{YOUR MBOX}***	**[#][#]**
To request extension number assistance	***{EXT ASSIST}***	**[9]**
To exit from IMAGEN	(exit icon)	**[*]**

In some menus you both see and hear the list of options. You see the softkey names displayed on your screen and at the same time you hear a recorded announcement, informing you of the dialpad digits that also perform these functions. In the above menu, for example, there is no dif-

ference between pressing the ***{LEAVE MSG}*** softkey and dialing **[2]** on the dialpad.

There are other menus that you only hear -- they may have no display, or only a partial display. In still other menus you see a full display, but hear only some of the options.

You make a selection from a menu by pressing the appropriate key. You may then receive another, different list of options, depending upon your selection.

You do not have to listen to the entire recorded menu before making your selection.

Your system may have been programmed with menus that are slightly different from the ones in this manual. See your system administrator for more information.

NOTE

After the menu recording is finished, you have 5 seconds in which to make a selection from the menu. If you do not make a selection within 5 seconds, the previous menu appears and/or is played. If again you do not make a choice within 5 seconds, you exit IMAGEN.

YOUR PASSWORD

Your mailbox has a unique password, to make sure that no one but you has access to the messages you receive. You receive your password (of up to 12 digits) from the system administrator.

TYPOGRAPHIC CONVENTIONS

In this guide the names of softkeys appear in italic bold type and within braces, as in ***{ACTIVATE}***, whereas the names of fixed buttons and dialpad buttons appear in bold type and within brackets, as in **[SPKR]** or **[2]**. The names of menus are in all capital letters, as in MAILBOX Menu.

GENERAL FUNCTION KEYS

There are some keys whose functions are fixed:

Dial **[0]** or Press ?	To repeat the current menu **or** To dial for operator assistance -- **only** for outside calls
Press **[*]**, ↑, or ↵	To return to the previous menu
or	**or**
Press ➜	To exit **IMAGEN** from the MAIN Menu

WHAT CAN YOU DO WITH IMAGEN

IMAGEN enables you to perform the following functions:

- receive messages;
- view your message listing on screen
- leave messages for other subscribers;
- leave messages for a group of subscribers;
- record your telephone conversations;
- screen incoming calls;
- store messages intended for future delivery;
- have a message time tag (date and time that a message was sent) attached to incoming messages;
- attach an annotation to a message you are redirecting;
- receive confirmation when a message you have sent is heard by the receiving party;
- tag messages as urgent and/or private;
- forward calls and/or messages to another destination;
- index old messages for future retrieval;
- copy or transfer messages you have received to other mailboxes;
- program Automated attendant service for your mailbox.

ACCESSING IMAGEN

The **IMAGEN** External Main Menu (below) is played to external callers dialing in to the **IMAGEN** system. You can access this menu from outside the system by dialing the **IMAGEN** telephone number, given to you by the system administrator.

You hear the following options:

To call an extension	Dial **[1]** and the **extension no.**
To leave a message	Dial **[2]** and the **mailbox number**
To dial by name	Dial **[3]**
To conduct an interview	Dial **[4]**
To use single digit dialing	Dial **[5]**, **[6]**, **[7]** or **[8]**
To ask for extension assistance	Dial **[9]**
To ask for operator assistance	Dial **[0]**
To disconnect	**Dial [*]**

If you are calling from inside the system, simply dial the **IMAGEN** access code, given to you by the system administrator.

NOTE

If you use a non-tone dial telephone to dial in to **IMAGEN**, the call is handled according to system programming. Generally, the call is forwarded directly to operator assistance. Refer to your system administrator for details.

If a caller from outside the system dials an extension that is busy or doesn't answer, **IMAGEN** responds with the following options:

To wait for the extension	**Dial [1]**
To leave a message	**Dial [2]**
To reach the operator	**Dial [0]**
To return to the previous menu	**Dial [*]**

Your system may be programmed differently, and you may not have the option of waiting for the extension, or you may be prompted to leave a message immediately.

You can choose from a variety of alternative programmable Automated Attendant service approaches, as described in detail in PROGRAMMING AUTOMATED ATTENDANT SERVICE FOR YOUR MAILBOX, under ADVANCED IMAGEN SUBSCRIBER FEATURES, below.

GETTING STARTED WITH YOUR MAILBOX

ENTERING YOUR MAILBOX

You generally enter your mailbox from your own extension, using the IMAGEN access code that the system administrator has defined. However, you can also enter your mailbox from any standard tone dial telephone. For example, if you are at home and want to listen to the messages you received at the office, you can dial the IMAGEN telephone number and then enter your mailbox.

To enter your mailbox from your own extension

1. Dial the IMAGEN access code; you receive the internal MAIN Menu:

To leave a message	***{LEAVE MSG}***	**[2]**
To enter a mailbox	***{ENTER MBOX}***	**[#]**
To enter your own mailbox	***{YOUR MBOX}***	**[#][#]**
To request extension number assistance	***{EXT ASSIST}***	**[9]**
To exit from IMAGEN		**[*]**

2. Press ***{YOUR MBOX}*** or dial **[#][#]**; if you have any messages, you hear a recorded announcement: *You have <number> new messages and <number> old messages,* and are asked to enter your password.

3. Enter your password;
   you receive the MAILBOX Menu.

To view a list of your messages	***{VISUAL LST}***	**[9]**
To listen to your new messages	***{NEW MSGS}***	**[1]**
To listen to your old messages		**[6]**
*To leave a message for another **mailbox***	◉	**[2]**
To record personal greetings	***{GREETING}***	**[3]**
*To set **mailbox** options*	***{SET OPTION}***	**[4]**
To record a group message	***{MSG FOR GR}***	**[5]**
To undelete messages		**[7] ***
To review your future delivery messages		**[8] ****

* You hear this option only if there are deleted messages which may still be recovered.

** You hear this option only if there are future delivery messages waiting in your mailbox.

To enter your mailbox from another extension within the system

1. Dial the **IMAGEN** access code;
   you receive the internal Main Menu (see above).
2. Dial **[#]** and your mailbox number;
   you are asked to enter your password.
3. Enter your password;
   you receive the MAILBOX Menu.

To enter your mailbox from a telephone outside the system

1. Dial the **IMAGEN** telephone number; you receive the external MAIN Menu.
2. Dial **[#]** and your mailbox number; you are asked to enter your password.
3. Enter your password; you receive the MAILBOX Menu.

RECORDING YOUR NAME AND PERSONAL GREETINGS

You personalize your mailbox by recording your name and your own personal greetings.

To record your name:

1. Press ***{GREETING}*** from the MAILBOX Menu; you receive the PERSONAL GREETINGS Menu:

*To record your **mailbox** greeting*	***{MBX GREETG}***	**[1]**
*To record your personal **busy** greeting*	***{BSY GREETG}***	**[2]**
*To record your **name***	***{YOUR NAME}***	**[3]**
*To record your **special temporary** greeting*	***{TMP GREETG}***	**[4]**
*To record your **internal** mailbox greeting*	***{INT GREETG}***	**[5]**

2. Press ***{YOUR NAME}*** or **[3]**;
you receive the PERSONAL GREETINGS RECORD Menu.

To playback the message	▶	***{PLAY OLD}***	**[1]**
To erase the existing message	✗	***{ERASE OLD}***	**[3]**
To record a new message	⦿	***{RECORD NEW}***	**[5]**
To record a new message -- with amplification		***{AMPLIFY}***	**[6]**

3. Press ***{RECORD NEW}*** or ⦿, and wait for the tone before saying your name.
While you are recording either your name or personal greetings, the ***{ADD TIME}*** and ***{END OF MSG}*** soft-keys appear on the screen. Unless your system is programmed differently, you have four minutes to finish recording, but can add another minute each time you press ***{ADD TIME}***.
4. When you finish recording, press ***{END OF MSG}***;
you receive the END OF RECORD Menu:

To review your recorded message	▶	***{PLAYBACK}***	**[1]**
To save your message	√	***{SAVE MSG}***	**[2]**
To erase this message	✗	***{ERASE MSG}***	**[3]**
To add to this message		***{ADD TO MSG}***	**[4]**
To erase this message and record a new one	⦿	***{RERECORD}***	**[5]**

5. Press ***{SAVE MSG}*** or ✓, to save the recording of your name;
   you return to the PERSONAL GREETINGS Menu.

NOTE

> If you exit the END OF RECORD Menu without pressing ***{SAVE MSG},*** your recording will not be effective.

To record your personal greetings

You record your various personal greetings in the same way that you record your name. The only difference is that you select **[1]**, **[2]**, **[4]** or **[5]** from the PERSONAL GREETINGS Menu in step 2 above, depending upon the type of greeting you want to record. There is no other difference in the procedure.

- Callers hear your personal ***mailbox greeting*** when you don't answer your ringing telephone, when it is in the Do Not Disturb (DND) mode, or when you have not recorded a busy greeting;
- Callers hear your ***busy greeting*** if they call while you are using your telephone;
- Callers hear your ***special temporary greeting*** (for example, while you are on vacation), until you erase it, after which your mailbox reverts to your regular personal greeting.
- Callers from within the system hear your ***internal greeting*** (if programmed) as an alternative to your mailbox greeting.

CHANGING YOUR PASSWORD

You receive your initial password from the system administrator, but can change it at any time. You may also cancel your password. However, if you do so, anyone can enter your mailbox and listen to your messages.

To change your password

1. Enter your mailbox (dial the **IMAGEN** access code and dial **[#][#]**).
2. Enter your current password;
   you receive the Mailbox Menu.
3. Press ***{SET OPTION}*** or **[4]**;
   you receive the MAILBOX OPTIONS Menu:

*To program the first **follow me***	***{1ST FOLLOW}***	**[1]**
*To program the second **follow me***	***{2ND FOLLOW}***	**[2]**
To program auto attendant service	***{AUTO ATT}***	**[3]**
*To hear messages with **time tag***	***{HEADER}***	**[4]**
*To change your **password***	***{PASSWORD}***	**[5]**
To set up your personal distribution list		**[6]**
To program auto-copy		**[7]**
To set the message monitoring time		**[8]**
To program continuous listening		**[9]**

4. Press ***{PASSWORD}*** or **[5]**;
   you are asked to enter your new password.Enter your new password (up to 12 digits) followed by **[#]**;
   or
   dial **[#]** to cancel your current password (see the **NOTE** below).
   You now have the following options:

*To confirm the new **password***	***{CONFIRM}***	**[1]**
*To cancel the new **password***	***{CANCEL}***	**[2]**
To exit	⬆	**[*]**

5. Press ***{CONFIRM}*** or ***{CANCEL}***;
   the new password is either confirmed or canceled and you return to the Mailbox Options Menu.

NOTE

If, in Step 5, you dialed **[#]** (and then you pressed ***{CONFIRM}***) to cancel your current password, you can then enter your mailbox without a password, as can anyone else.

LEAVING MESSAGES

LEAVING ORDINARY MESSAGES

You can leave a message from inside or outside of your mailbox.

To leave a message

1. From **outside** your mailbox, dial the **IMAGEN** access code; you receive the IMAGEN MAIN Menu:

To leave a message	***{LEAVE MSG}***	**[2]**
To enter a mailbox	***{ENTER MBOX}***	**[#]**
To enter your mailbox	***{YOUR MBOX}***	**[#][#]**
To request extension number assistance	***{EXT ASSIST}***	**[9]**
To exit from IMAGEN		**[*]**

or

From **inside** your mailbox -- dial **[*]** to move backwards through the menu options, until you receive MAILBOX Menu:

To view a list of your messages	***{VISUAL LST}***	**[9]**
To listen to your new messages	***{NEW MSGS}***	**[1]**
To listen to your old messages		**[6]**
*To leave a message for another **mailbox***	⦿	**[2]**
To record personal greetings	***{GREETING}***	**[3]**
*To set **mailbox** options*	***{SET OPTION}***	**[4]**
To record a group message	***{MSG FOR GR}***	**[5]**
To undelete messages	↶	**[7]** *
To review your future delivery messages		**[8]** **

* You hear this option only if there are deleted messages which may still be recovered.

** You hear this option only if there are future delivery messages waiting in your mailbox.

2. Press ***{LEAVE MSG}*** or **[2]**;
   you are asked to enter a mailbox number.
3. Dial the mailbox number;
   you hear a recorded message:
   This is mailbox number ___. Please state your message clearly, then dial **[#]**.
   Then you hear a short tone.
4. After you hear the tone, record your message.
   While you are recording, the softkeys ***{ADD TIME}*** and ***{END OF MSG}*** appear. Unless programmed differently, you have four minutes to record your message. You can add time by pressing ***{ADD TIME}***. You receive another minute each time you press it.
   When you have finished recording, dial **[#]** or press the ***{END OF MSG}*** softkey;
   you receive the END OF RECORD Menu:

To review your recorded message	►	***{PLAYBACK}***	**[1]**
To confirm and save this message in the system	√	***{SAVE MSG}***	**[2]**
To erase this message		✗	**[3]**
To add to this message		***{ADD TO MSG}***	**[4]**
To erase this message and record a new one	⊙	***{RERECORD}***	**[5]**
To confirm and save this message with options		***{SAVE OPTIO}***	**[6]**

5. Press ***{SAVE MSG}*** or **[2]**;
   your message is sent and you return to the MAIN Menu.

NOTE

If you hang up without pressing any key, your message is sent and you exit **IMAGEN**.

If you dial **[1]** you hear the message again and remain in the END OF RECORD Menu.

If you dial **[3]** the message is erased and you return to the MAILBOX Menu.

If you dial **[4]** you hear a tone, state your addition to the message, and dial **[#]**; you remain in the END OF RECORD Menu.

If you dial **[5]** the message is erased. You hear a tone, record your new message and dial **[#]**. You remain in the END OF Record Menu.

If you dial **[6]**, you can designate the message as being of a special type. (See next section, ***Leaving Special Types of Messages***).

LEAVING SPECIAL TYPES OF MESSAGES

A message can be tagged with one or more of the following four attributes:

1. **Urgent**. A message tagged 'URGENT' will be heard before other non-tagged messages sent to the target mailbox, regardless of its chronological arrival.
2. **Confidential**. When you tag a message with the CONFIDENTIAL attribute, the system indicates that it saved the message as “confidential”. However, you should be aware that a CONFIDENTIAL tag does not prevent the recipient from forwarding the message to other subscribers. However, you can ask the system administrator to program your mailbox so that private messages are not automatically copied from your mailbox into another mailbox. (See *Making Sure Messages Are Taken Care Of).*
3. **Confirmation**. If you tag a message for confirmation, you will receive a recorded announcement at the time the person to whom you sent the message listens to it: *Your message to <name of recipient> on <date and time that you sent the message> was heard*. If the target mailbox has no name, the mailbox extension number is heard instead. Note that the date and time in the recorded announcement are the date and time that you sent the message to her.
4. **Future delivery**. The message you have recorded will be sent on the date and time that you specify (see below).

To tag a message with a special attribute

1. Dial **[6]** in the END OF RECORD Menu (see above), you receive the MESSAGE ATTRIBUTES Menu as follows:

*To designate a message as **urgent***	***{URGENT}***	**[1]**
*To designate a message as **private***	***{CONFIDENTL}***	**[2]**
*To tag a message as **confirmed***	***{CONFIRM}***	**[3]**
*To designate a message as **future delivery***	***{FUTUR DLVR}***	**[4]**

2. Select the attribute you desire for your message by dialing the corresponding number.

You can give a message more than one of the above attributes. For instance, you can make a message both urgent and private. First dial **[1]** for urgent and then dial **[2]** for private. The MESSAGE ATTRIBUTES Menu continues to appear until you dial **[*]** or until you have given the message all of the possible attributes. **IMAGEN** plays a confirmation announcement for each attribute you attach to a message.

When you dial **[*]**, you return to the MAILBOX Menu if you are inside your mailbox, or to the MAIN Menu if you are outside your mailbox.

To tag messages as ‘FUTURE DELIVERY’

1. After dialing **[4]** from the MESSAGE ATTRIBUTES Menu, you are asked to enter the delivery month.
2. Dial two digits to designate the month;
   you are asked to enter the delivery day.
3. Dial two digits to indicate the day; you are asked to enter the time, using 24 hour time format of four digits For example, 0830 signifies 8:30 AM, and 2030 signifies 8:30 PM.

4. Dial 4 digits to enter the delivery time and dial **[*]**.

   When the selected date and time arrive, the message disappears from your mailbox and appears at the destination mailbox.

MODIFYING THE DATE AND TIME OF A FUTURE DELIVERY MESSAGE

After you have recorded a future delivery message, you have the option of modifying the date and the time at which the message will be sent.

To modify the date or time

1. Enter your mailbox.
2. Select **[8]** -- To receive your future delivery messages -- from the MAILBOX Menu;

   you hear a recorded announcement: *A future delivery message for* <name> *to be delivered on* <date> *at* <time>. Then you hear a modified LISTEN Menu:

To repeat this message	***{REPEAT MSG}***	**[1]**
To save this message and play the next	***{NEXT MSG}***	**[2]**
To reply to this message	***{REPLY}***	**[4]**
To modify delivery time	***{MODIFY TIM}***	**[5]**
For more options	***{OPTIONS}***	**[6]**
To erase this message and play the next	✗	**[3]**
To rewind message while listening	◀◀	**[7]**
To pause message while listening	❚❚	**[8]**
To fast forward message while listening	▶▶	**[9]**

3. Press ***{MODIFY TIM}***.
4. Repeat steps 2-4 in the FUTURE DELIVERY procedure, above; you are returned to the LISTEN Menu

LEAVING A MESSAGE FOR A MAILBOX GROUP

Your system administrator can designate a number of mailboxes as belonging to the same group, known as a mailbox group. Each group is assigned a number, from 10 to 89. This enables you to record a single message, and send it to all the mailboxes in a group with a single operation.

Consult your system administrator to see which, if any, groups have been defined, and to determine if your own mailbox extension is part of a group.

You can also define a list of mailboxes to which you want to send a specific message. Unlike your personal distribution list, which is permanent, this list is temporary and used only for the current message. Sending a message to such a list is called carbon record.

To leave a message for a group of mailboxes

1. Enter your mailbox; the MAILBOX Menu is available to you:

To view a list of your messages	***{VISUAL LST}***	**[9]**
To listen to your new messages	***{NEW MSGS}***	**[1]**
To listen to your old messages		**[6]**
To leave a message for another ***mailbox***	⦿	**[2]**
To record personal greetings	***{GREETING}***	**[3]**
To set ***mailbox*** *options*	***{SET OPTION}***	**[4]**
To record a group message	***{MSG FOR GR}***	**[5]**
To undelete messages	↶	**[7]** *
To review your future delivery messages		**[8]** **

2. Dial **[5]**;
   you hear a message:
   Please enter a group number. For Carbon record, dial pound.

3. **For a system defined mailbox group**
   If you want to send a message to a mailbox group, enter the group number;
   you hear a message:
   This is mailbox group number ___ **or** *This is <mailbox group name>. Please state your message clearly, then dial pound.*

   For a specific group you define
   If you want to define a specific mailbox group for this message, dial pound;
   you hear a message: *“Please enter mailbox number. For Dial By Name, dial pound.*
   Dial pound twice to complete the list.”

   Enter the number of the first mailbox to which you want to carbon copy or carbon send the message. You hear the Confirmation menu:

To confirm the mailbox	***{CONFIRM MB}***	**[1]**
To skip the mailbox	***{SKIP MB}***	**[2]**
To proceed with the operation	***{PROCEED OP}***	**[3]**
To cancel the operation	***{CANCEL OP}***	**[*]**

   Repeat step 3 for each mailbox to which you want to carbon record the message.

   When the list is completed, dial **[#]** twice;
   you hear a tone to start recording.

4. When you finish recording, press ***{END OF MSG}*** or **[#]**;
   you hear the END OF RECORD Menu:

To review your recorded message	▸	***{PLAYBACK}***	**[1]**
To confirm and save this message in the system	√	***{SAVE MSG}***	**[2]**
To erase this message		✗	**[3]**
To add to this message		***{ADD TO MSG}***	**[4]**
To erase this message and record a new one	⊙	***{RERECORD}***	**[5]**
To confirm and save this message with options		***{SAVE OPTIO}***	**[6]**

If you hang up without pressing any key, your message is sent and you exit **IMAGEN**.

In addition to the system-wide mailbox groups, and groups for carbon record, you can define your own permanent ***personal distribution group***. To send a message to your personal group, dial **[0]** instead of entering a mailbox group number in step 2, above.

For instructions on defining your personal distribution group, refer to the section titled ***Advanced IMAGEN Subscriber Features***.

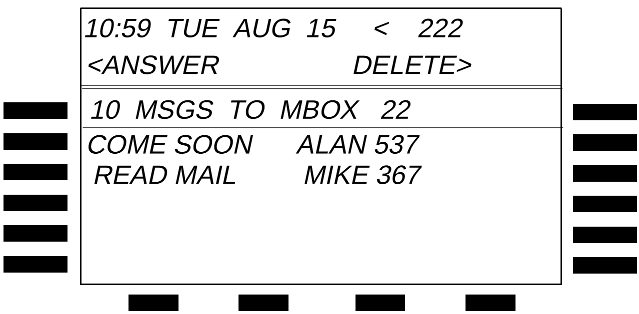
RECEIVING MESSAGES

LISTENING TO YOUR MESSAGES

If there are any messages waiting for you in your mailbox, the **[MSG]** button lights up; you hear a broken dial tone when you lift the handset; and the second line of your idle display tells you how many new and existing messages there are. The number in the upper right hand corner is the mailbox number.

To listen to your messages

1. Press **[MSG]** or ;
   the screen shows any predefined text messages, and how many **IMAGEN** messages are waiting for you -- ten in this example:



2. Press the softkey to the left of the line showing how many **IMAGEN** messages there are;
   you hear a recorded announcement telling you how many messages there are and then you are asked to enter your password.
3. Enter your password;
   you hear the MAILBOX Menu:

To view a list of your messages	***{VISUAL LST}***	**[9]**
To listen to your new messages	***{NEW MSGS}***	**[1]**
To listen to your old messages		**[6]**
*To leave a message for another **mailbox***	◉	**[2]**
To record personal greetings	***{GREETING}***	**[3]**
*To set **mailbox** options*	***{SET OPTION}***	**[4]**
To record a group message	***{MSG FOR GR}***	**[5]**
To undelete messages	♫	**[7]** *
To review your future delivery messages		**[8]** **

* You hear this option only if there are deleted messages which may still be recovered.

** You hear this option only if there are future delivery messages waiting in your mailbox.

IMAGEN offers you two ways of reviewing your new and existing messages. You may choose to listen to them directly (as described below) or view a listing of all your messages on the display before selecting the message/s you would like to hear, as described in the section titled ***Viewing the contents of your mailbox***.

4. To listen to your messages, press **[6]**;
   the MESSAGE TYPE SELECTION Menu appears:

To listen to your new messages	***{NEW MSGS}***	**[1]**
To listen to your old messages	***{OLD MSGS}***	**[2]**
To listen to your future delivery messages	***{FUTUR DLVR}***	**[3]**
To listen to your confirmation messages	***{CONFIRM}***	**[4]**
To listen to your indexed messages	***{INDEXED}***	**[5]**

5. Dial **[1]**, **[2]**, **[3]**,**[4]** or **[5]** to hear messages in any of the above categories.

After listening to each message, you hear the LISTEN Menu:

To repeat this message	***{REPEAT}***	**[1]**
To save this message and play the next one	***{NEXT MSG}***	**[2]**
To erase this message and play the next one	✗	**[3]**
To reply to this message	***{REPLY}***	**[4]**
To transfer/copy the message to another box	***{COPY/SEND}***	**[5]**
For more options	***{OPTIONS}***	**[6]**
To rewind message while listening	◀◀	**[7]**
To pause message while listening	❚❚	**[8]**
To fast forward message while listening	▶▶	**[9]**

(Alternatively, you can ask your system administrator to program your MAILBOX Menu so that you can access your messages in a slightly different manner.)

In such a case, you listen to your new messages by selecting ***{NEW MSGS}*** or **[1]**, and old messages can be heard by pressing ***{OLD MSGS}*** or **[6]**, while future delivery messages can be heard by dialing **[8]**. The LISTEN Menu is then played) **.**

If you dial **[6]** while listening to a message, you receive the MORE LISTEN OPTIONS Menu:

To lower volume		**[1]**
For normal volume		**[2]**
To raise volume		**[3]**
To decrease speed	***{SLOW SPEED}***	**[4]**
For normal speed	***{NORMAL SPD}***	**[5]**
To increase speed	***{FAST SPEED}***	**[6]**
To convert an old message to new		**[7]**
To add an ID tag to this message	***{INDEX}***	**[8]**
To repeat this message with time tag	***{HEADER}***	**[9]**

The above menu enables you to change the volume or speed of the message you are listening to, or to repeat the message with its time tag.

If you select **[1]** -- New Messages, either from the MAIL-BOX Menu or the MESSAGE TYPE SELECTION Menu, you are informed how many of these were tagged ‘Urgent’ by the sender. ‘Urgent’ messages are played first and are prefixed by an 'URGENT!*'* announcement. Once a message has been heard (and you press any button), its classification changes to 'OLD', and can be reheard by selecting **[2]** from the MESSAGE TYPE SELECTION Menu.

New confirmation messages are also contained in the ‘New messages’ category. Old confirmation messages can be heard by dialing **[4]** in the MESSAGE TYPE SELECTION Menu.

CHANGING AN OLD MESSAGE TO A NEW MESSAGE

You may want a message that you have already heard to be played together with your new messages.

To change the status of a message from old to new

1. After listening to a message, select ***{OPTIONS}*** or **[6]** from the LISTEN Menu;
   you receive the MORE LISTEN OPTIONS Menu.
2. Press **[7]**;
   the message is played with your new messages.

PROGRAMMING CONTINUOUS LISTENING

You may want to be able to listen to all your messages, without having to touch the dialpad to activate the next message. This is particularly helpful if you have entered your mailbox from a cellular phone in your car, for example.

To program Continuous Listening

1. Enter your mailbox (dial the **IMAGEN** access code and dial **[#][#]**).

2. Enter your current password; you receive the Mailbox Menu.
3. Press ***{SET OPTION}*** or **[4]**; you receive the MAILBOX OPTIONS Menu:

*To program the first **follow me***	***{1ST FOLLOW}***	**[1]**
*To program the second **follow me***	***{2ND FOLLOW}***	**[2]**
To program auto attendant service	***{AUTO ATT}***	**[3]**
*To hear messages with **time tag***	***{HEADER}***	**[4]**
*To change your **password***	***{PASSWORD}***	**[5]**
To define your personal distribution list		**[6]**
To set the auto-copy feature		**[7]**
To set the message monitoring time		**[8]**
To program continuous listening		**[9]**

4. Press **[9]**; you receive the CONTINUOUS LISTENING Programming Menu and have the following options:

Always	***{ALWAYS}***	**[1]**
When entering mailbox from outside	***{OUTSIDE ONLY]***	**[2]**
To deactivate	***{DEACTIVATE}***	**[3]**

DETERMINING WHO A MESSAGE IS FROM AND WHEN YOU RECEIVED IT

Each message has an attached *header*, or time tag, containing the name or extension number of the person who sent the message, and the data and time that the message was sent. The time tag is in the form of a recorded announcement, played before the message itself if you have activated the header option.

To activate the header option

1. Press ***{SET OPTION}*** or **[4]** in the MAILBOX Menu; you receive the MAILBOX OPTIONS Menu:

To program the first ***follow me***	***{1ST FOLLOW}***	**[1]**
To program the second ***follow me***	***{2ND FOLLOW}***	**[2]**
To program auto attendant service	***{AUTO ATT}***	**[3]**
To hear messages with ***time tag***	***{HEADER}***	**[4]**
To change your ***password***	***{PASSWORD}***	**[5]**
To define your personal distribution list		**[6]**
To set the auto-copy feature		**[7]**
To set the message monitoring time		**[8]**
To program continuous listening		**[9]**

2. Press ***{HEADER}*** or **[4]**; you receive the ACTIVATE/ DEACTIVATE Menu.
3. Dial **[1]** or press ***{ACTIVATE}*** to activate the option and dial **[2]** or press ***{DEACTIVATE}*** to deactivate the option.
   If the header option is deactivated, you can nevertheless hear the time tag for a particular message.

To listen to the message time tag for a particular message

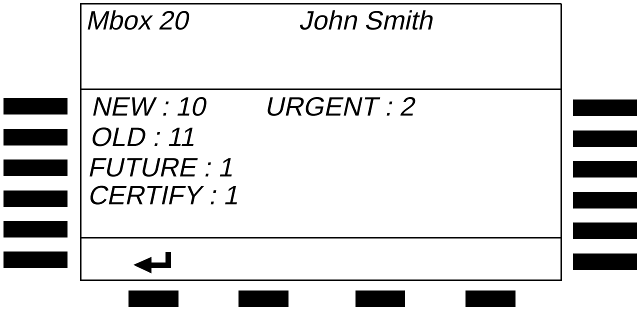
1. After listening to a message, select ***{OPTIONS}*** or **[6]** from the LISTEN Menu;
   you receive the MORE LISTEN OPTIONS Menu.
2. Press ***{HEADER}*** or **[9]**;
   the message is repeated with its time tag.

VIEWING THE CONTENTS OF YOUR MAILBOX

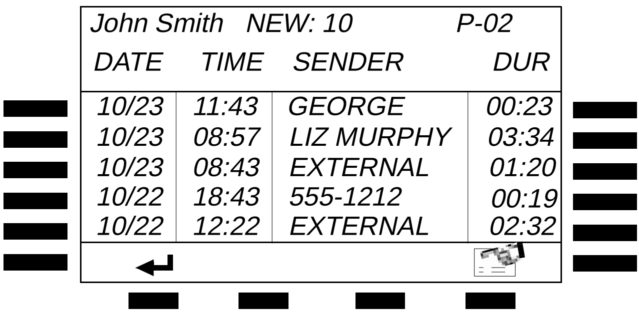
This feature provides you with a visual listing of all the messages currently stored in your mailbox. You can scroll through the list and play a particular message without having to listen to all the preceding messages first.

To review your messages on the telephone display

1. From the MAILBOX Menu, press ***{VISUAL LST}*** or **[9]**; you receive the following message category listing:



2. Press the softkey adjacent to the message category you wish to view;
   you receive a listing of the messages contained in the selected category. See example below:



. The top line of your screen displays the mailbox name or number, the number of messages in the selected category and the page number. Each subsequent line contains details of a particular message.
  In the example above:

- The **date** the message was sent is shown at the left of the screen. If the date is blinking, this indicates that the message is urgent.

- The **time** that the message was sent appears in 24-hour format.
- The **sender** or telephone extension of the person who sent the message appears next. If the message was left by an external caller, the telephone number of the external caller is displayed (if applicable to your system); otherwise, the tag 'EXTERNAL' appears.
- The **duration** of the message is displayed on the right of your screen. The duration is recorded in minutes and seconds (for example, a message of 2 minutes and 32 seconds is shown as 02:32).

Messages are listed in chronological order, with the first message being the one most recently received. You can scroll up and down through the listing by pressing the **[LO]** (previous page) and **[HI]** (next page) keys.

To listen to a listed message

1. When the message you wish to hear appears on the display, press the left softkey adjacent to the message; the message is played.

After the message has been completed, you hear the LISTEN Menu:

To repeat this message	***{REPEAT}***	**[1]**
To save this message and play the next one	***{NEXT MSG}***	**[2]**
To erase this message and play the next one	*X*	**[3]**
To reply to this message	***{REPLY}***	**[4]**
To transfer/copy the message to another box	***{COPY/SEND}***	**[5]**
For more options	***{OPTIONS}***	**[6]**
To rewind message while listening	◀◀	**[7]**
To pause message while listening	⏸	**[8]**
To fast forward message while listening	▶▶	**[9]**

Once you have dealt with the message by either exercising one of the menu options or dialing **[*]**, you are returned to the visual message display.

NOTE

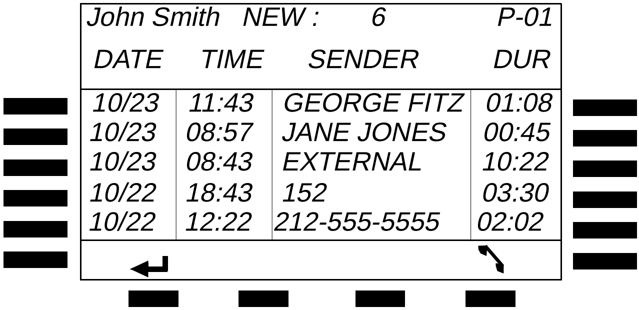
After a 'new' message has been heard (and you press any button), it is transferred to the 'old messages' category. However, if you dial **[*]** while listening to a message, it remains in the 'new' category.

If you press the right softkey adjacent to a message, then after listening to the message, you are returned to the regular audio **IMAGEN** session, and not to the visual display.

You can also leave the visual message list and return to the regular **IMAGEN** session by pressing ↵ on the first page of the display.

REVIEWING CONFIRMATION MESSAGES

You can use the visual message display to review details of your confirmation messages. After pressing the left softkey adjacent to 'CONFIRM' in the visual message, the display shows a list of your confirmation messages as follows:



The top line of your screen displays the mailbox name and number, the number of confirmation messages and the page number. Each subsequent line contains the date and time that the message was heard by the recipient, and the name or extension number of the recipient.

If you press a softkey adjacent to a particular message, you receive further details (date, time, and name of recipient) about the message.

You can press ✗ to erase the confirmation message from the list.

RECOVERING A MESSAGE THAT YOU HAVE DELETED

If you delete a message, and then decide you require the message after all, it is possible -- within 15 minutes after having listened to a message and deleted it -- to recover it.

To recover a deleted message

- Enter your mailbox and select **[7]**, the undelete messages option, from the MAILBOX Menu; **IMAGEN**

announces how many messages have been successfully recovered, and you may listen to them by selecting the OTHER MESSAGES option from the MAILBOX MENU.

NOTE

If the undelete messages option does not appear in the menu, this is because there are no deleted messages in your mailbox that are capable of being restored.

REPLYING TO A MESSAGE

You can immediately reply to a message as soon as you finish listening to it.

To reply to a message you have just listened to

1. From the LISTEN Menu, press ***{REPLY}*** or **[4]**; you hear a recorded announcement:
   <*Mailbox greeting>. Please state your message clearly, then dial pound* **[#].**
   Then you hear a tone.

   NOTE

   If the person who left the message did so from outside the system -- for example, your boss called from home to leave you a message -- you hear a recorded announcement:
   This message arrived from an outside caller -- Please enter mailbox number.
   (If you do not know the mailbox number, you cannot reply to the message. Dial **[#]**, and the system continues playing your other messages.)

2. State your reply to the message clearly. While you are recording the ***{ADD TIME}*** and ***{END OF MSG}*** softkeys appear. You can add recording time by pressing the ***{ADD TIME}*** softkey.

3. Press ***{END OF MSG}*** or **[#]**;
   you receive the END OF RECORD Menu:

To review your recorded message	▶	***{PLAYBACK}***	**[1]**
To confirm and save this message in the system	√	***{SAVE MSG}***	**[2]**
To erase this message		✗	**[3]**
To add to this message		***{ADD TO MSG}***	**[4]**
To erase this message and record a new one	⊙	***{RERECORD}***	**[5]**
To confirm and save this message with options		***{SAVE OPTIO}***	**[6]**

4. Press ***{SAVE MSG}*** or √; the message is sent and you return to the LISTEN Menu.

COPYING OR TRANSFERRING A MESSAGE TO ANOTHER MAILBOX

You can copy or transfer a message someone sent you into another mailbox or mailbox group. If you copy it, a copy remains in your mailbox. If you transfer the message, it is sent to another mailbox or mailbox group and erased from your mailbox.

To copy or transfer a message, you must first be listening to it.

1. When you hear a message you want to copy or transfer, press ***{COPY/SEND}*** or **[5]**;
you receive the COPY/SEND Menu:

To keep this message and send a copy to another mailbox	***{COPY MSG}***	**[1]**
To transfer this message to another mailbox	***{TRANSF MSG}***	**[2]**
To keep this message and send copies to group members	***{COPY TO GP}***	**[3]**
To transfer this message to group members	***{TRNS TO GP}***	**[4]**
To carbon copy	***{CARBON CPY}***	**[5]**
To carbon send		**[6]**

2. Press ***{COPY MSG}*** or **[1]** and the mailbox number, or ***{TRANSF MSG}*** or **[2]** and the mailbox number, to copy or transfer the message to a single mailbox. Similarly, to copy or transfer messages to mailbox groups, dial **[3]** or **[4]** and enter the group number.
The ANNOTATION Menu is now displayed:

To record an annotation message	***{ANNOTATION}***	**[1]**
To send or copy the message now	***{SKIP}***	**[2]**
To abort this operation	***{CANCEL]***	**[3]**
For further options	***{SET OPTION}***	**[4]**

3. If you want to attach an annotation, see the next section, ***Message Annotation -- Adding your own comments***.
4. Press ***{SKIP}*** or **[2]**; **IMAGEN** informs you that the message has been copied or sent to the appropriate mailbox or mailbox group;
or
Press ***{CANCEL}*** or **[3]** if you want to abort the send/copy procedure;

or

Press ***{SET OPTION}*** or **[4]** if you want to tag your message prior to sending; you receive the SEND/ COPY OPTIONS Menu:

To tag the message as urgent	***{URGENT}***	**[1]**
To tag the message as confidential	***{CONFIDENTL}***	**[2]**
To tag the message for confirmation	***{CONFIRM}***	**[3]**

Select the attribute you want to attach to the message by pressing the corresponding number or softkey; you can attach any or all of the attributes in this fashion.

Select **[2]** from the previous menu to complete the send/copy procedure.

CARBON COPYING OR CARBON SENDING A MESSAGE TO ANOTHER MAILBOX

You can carbon copy or carbon send a message someone sent you into a specific mailbox group - a group you define for the particular message. If you carbon copy it, a copy remains in your mailbox. If you carbon send the message, it is sent to the mailbox group and erased from your mailbox.

To carbon copy or carbon send a message, you must first be listening to it.

1. When you hear a message you want to carbon copy or carbon send, press ***{COPY/SEND}*** or **[5]**;
   you receive the COPY/SEND Menu:

To keep this message and send a copy to another mailbox	***{COPY MSG}***	**[1]**
To transfer this message to another mailbox	***{TRANSF MSG}***	**[2]**
To keep this message and send copies to group members	***{COPY TO GP}***	**[3]**
To transfer this message to group members	***{TRNS TO GP}***	**[4]**
To carbon copy	***{CARBON CPY}***	**[5]**
To carbon send		**[6]**

2. Press **[5]** or **[6]**.
   You hear a message:
   "Please enter mailbox number.
   For Dial By Name, dial pound.
   Dial pound twice to complete the list."
3. Enter the number of the first mailbox to which you want to carbon copy or carbon send the message, or
   Dial **[#]** for Dial By Name, and enter up to the first six characters of the name. See Dial By Name in the section Dialing Assistance For Outside Callers for instructions on how to use Dial By Name.
   You hear the Confirmation menu:

To confirm the mailbox	***{CONFIRM MB}***	**[1]**
To skip the mailbox	***{SKIP MB}***	**[2]**
To proceed with the operation	***{PROCEED OP}***	**[3]**
To cancel the operation	***{CANCEL OP]***	**[*]**

4. Repeat step 3 for each mailbox to which you want to carbon copy or carbon send the message.
5. When the list is completed, dial **[#]** twice. Proceed as for sending a message to a group of mailboxes.

MESSAGE ANNOTATION -- ADDING YOUR OWN COMMENTS

You may want to add your own comments to a message that you are copying or transferring to someone else's mailbox. When you add comments, the person to whom you pass on the message first hears your comments, and then the message.

Once you have added comments to the message, they behave as part of the message. If someone listens to or deletes the message, she also listens to or deletes the annotation.
The rewind and fast forward features, however, function separately for the annotation and the message.

You may add more than one annotation to any single message (i.e. you can send the same message with different annotations to other mailboxes); and you can change a message annotation by rerecording it.

If you have activated the header option, and you listen to a message that has an annotation attached to it, the header contains the time tag of the message itself, not of the annotation. First you hear the header, then the annotation, then the message.

To attach an annotation

After making your desired selection from the COPY/SEND Menu, you receive the ANNOTATION Menu:

To record an annotation message	***{ANNOTATION}***	**[1]**
To send or copy the message now	***{SKIP}***	**[2]**
To abort this operation	***{CANCEL]***	**[3]**
For further options	***{SET OPTION}***	**[4]**

NOTE

Just as you can record an annotation for a message to a single mailbox, so you can add an annotation to a group message. However, you cannot add more than one annotation to a group message.

If you hang up while located in the ANNOTATION Menu, your message nonetheless will be transferred or copied. To abort a 'send' or 'copy' operation, dial **[3]** to exit the ANNOTATION Menu, and then **[*]** to exit the COPY/SEND Menu.

1. Dial **[1]**.
   You hear a recorded announcement: *Please state your message clearly. Then, dial pound* (#).
2. Record your annotation, then press ***{END MSG}*** or **[#]**; you receive the END OF RECORD Menu:

To review your recorded message	▸	***{PLAYBACK}***	**[1]**
To confirm and save this message in the system	√	***{SAVE MSG}***	**[2]**
To erase this message	✗	***{ERASE MSG}***	**[3]**
To add to this message		***{ADD TO MSG}***	**[4]**
To erase this message and record a new one	⊙	***{RERECORD}***	**[5]**

3. Press ***{SAVE MSG}*** or **[2]**, or hang up without pressing any button.
   The message together with your annotation is copied or sent to the appropriate mailbox or mailbox group.

To delete an annotation from a message

- After recording the annotation, before saving it, press ***{ERASE MSG}*** or **[3]** in the END OF RECORD Menu.

To change the annotation of a message

1. Press ***{COPY/SEND}*** or **[5]** while listening to either the annotation or the message itself;
   you are transferred to the COPY/SEND menu.
2. Press any one of the following:
   - ***{COPY MSG}*** or **[1]** and the mailbox number;
   - ***{TRANSF MSG}*** or **[2]** and the mailbox number;
   - ***{COPY TO GP}*** or **[3]** and the group number;
   - ***{TRANSFER TO GP}*** or **[4]** and the group number.

   The ANNOTATION Menu is now displayed.
3. Dial **[1]** to record a new annotation, then save the message.
   Every user to whom you have sent the message will now hear the updated annotation.

NOTE

If after having recorded a new annotation, you do not save it or subsequently delete it, the message will be heard as if no annotation was ever recorded.

Additional menu operations

The following commands are also available when operating the ANNOTATION Menu:

- Dial **[0]** to repeat the ANNOTATION Menu options;
- Dial **[*]** to return to the COPY/SEND Menu;

CALLER IDENTIFICATION (CID) LIST, DISPLAY AND DIAL

REVIEWING CID CALLS LISTED ON YOUR DISPLAY

Lists of answered and unanswered incoming outside calls -- supported by the Central Office for caller identification service -- can be viewed on the display of an Executive telephone set with expanded display. The user can toggle between a display of caller's names and caller's numbers. If authorized to enter the mailbox of another extension, the user can also view that extension's list of incoming outside calls. Any of the callers whose calls are displayed can be called back, simply by selecting the respective call from the display.

A maximum of 100 caller identification call records can be saved by each user.

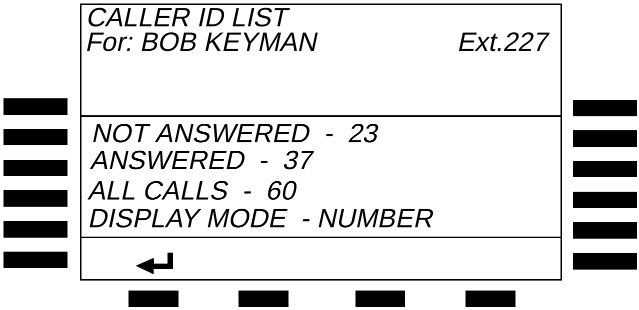
If the Caller Identification list, display and dial feature option is installed in your DIGITAL system, your display shows a ***{CID LIST}*** softkey in idle state.

Accessing the CID list summary

When you press ***{CID LIST}***, a list appears on the display including:

- the name and extension number of the telephone set user;
- the number of 'unanswered calls';
- the number of 'answered calls';
- the combined number of 'all calls';

•   the current ‘display mode’ -- either ’name’ or ‘number’; with a softkey -- to the right and to the left -- alongside each of the last four elements.

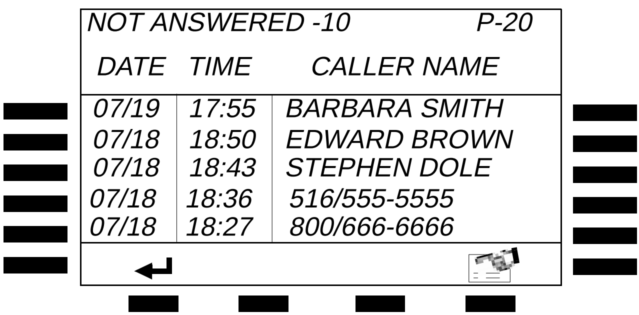


Changing the desired display mode of your CID list

Each time you press the right or left ***{DISPLAY MODE}*** softkey -- in the display screen above -- the display mode will toggle, from ’name’ to ’number’, or from ’number’ to ’name’.

Selecting a five row CID list of not answered calls

If you press the right or left ***{NOT ANSWERED}*** softkey on your CID list summary display -- in the ’name’ display mode, as shown above -- a list of up to five rows of unanswered calls appears on the display -- as shown in the example below:



a. The title line -- at the top of the display -- shows:
   - the type of calls listed -- ’not answered’;

- the number of calls of that type to the telephone set user’s extension DN;
- the page number of the list.

To scroll backward or forward and view other pages of the list, use the **[LO HI]** key at the bottom of the telephone set -- by pressing **[LO]** to scroll backward, or **[HI]** to scroll forward -- and view additional five row sets of unanswered calls.

b. The list shows unanswered, incoming, outside calls, in reverse chronological order -- that is, the last call that arrived appears first on the list.

c. The date and time of each call and the name of the unanswered caller are listed, unless the Caller ID information from the Central Office does not include a name -- in which case the caller’s number will appear in the CALLER NAME column.

Placing a call from the CID list display

To place a call to the caller whose details appear in one of the lines of the call list, simply press either the right or left softkey alongside the line listing the call.

Selecting other CID lists of calls

The operations described in Steps a, b and c under **Selecting a five row CID list of not answered calls**, above, refer to CID lists of ’not answered’ calls, from the ’name’ display mode. Alternatively:

- you can also perform the same operations from the ’number’ display mode -- see toggle operation of the right or left ***{DISPLAY MODE}*** softkey under **Changing the desired display mode**, above;

- alternatively, you can request lists of either:
  - ’answered’ calls -- by pressing the right or left ***{ANSWERED}*** softkey;
    or
  - ’all calls’ -- by pressing the right or left ***{ALL CALLS}*** softkey.

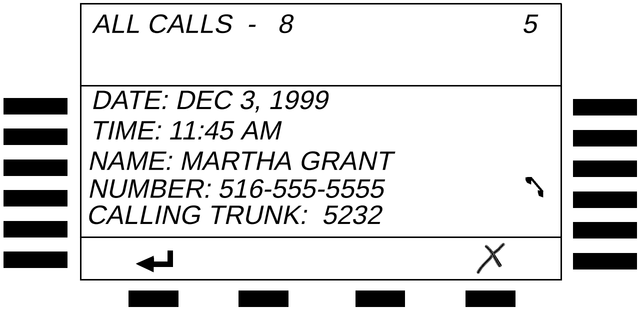
The description of the operations, displays and scrolling between list pages applied to the ’answered’ or ’all calls’ list alternatives are similar to those for ’unanswered’ calls, as presented above.

Accessing details of a selected call from a five row CID list display

From any of the five row CID list displays -- such as that in the above unanswered calls display example -- you can display a detail screen for any of the calls shown, by pressing:

- the  softkey;
  and then
- the right or left softkey alongside the desired call.

A call detail display -- for the selected call --appears, as shown in the display example below:



a. The title line at the top of the call detail display shows:
   - the type of the call selected -- ‘ALL CALLS’, ’NOT ANSWERED’ or ’ANSWERED’;
   - the total number of calls of the selected type -- from 1 to a maximum of 100;
   - the sequence number of the selected call -- in the upper right-hand corner.

   To scroll backward or forward and view detail displays of other calls, use the **[LO HI]** key at the bottom of the telephone set -- by pressing **[LO]** to scroll backward, or **[HI]** to scroll forward.

b. The five line call detail display shows the date and time the call arrived, the name and telephone number of the calling party and the DN of the outside line on which the call arrived.

c. On the bottom line of the call detail display are two soft-keys:
   - pressing the ↵ softkey, on the left, returns the call detail display for the previous call on the list;
   - pressing the ✗ softkey, on the right, deletes the current call detail record from the Caller ID data base.

Placing a call from the CID call detail display

To place a call to the caller whose details appear in the call detail list, simply press either the right or left softkey alongside either the caller's name or number on the CID call detail display.

REVIEWING CID CALLS FOR ANOTHER EXTENSION

If you are authorized to enter the mailbox of another extension, you can also view that extension's list of incoming outside calls.

Once you have entered the mailbox of the other extension -- after entering a correct password -- dial **[#]**.

When you dial **[#]**, the CID list summary of calls to the desired extension appears on the display -- as shown in the display example under **Accessing the CID list summary**, above. You can then proceed to all the subsequent CID list, display and dial operations, as described above.

INDEXING YOUR MESSAGES

IMAGEN offers you the possibility of tagging your old messages, and sorting them into indices for future retrieval. This allows you to identify and access a specific message without having to first listen to all chronologically preceding messages.

You can allocate your messages to your own Personal index, which can hold up to a maximum of 9 messages (tagged 1 to 9); or to the System Index, which has a capacity of 128 messages (tagged 10 to 137).

To mark a message as indexed

After listening to a given message, you hear the LISTEN Menu as normal. You decide you would like to allocate the message to an index:

1. From the LISTEN Menu, press ***{OPTIONS}*** or **[6]**; you receive the MORE LISTEN OPTIONS Menu:

To lower volume		**[1]**
For normal volume		**[2]**
To raise volume		**[3]**
To decrease speed	***{SLOW SPEED}***	**[4]**
For normal speed	***{NORMAL SPD}***	**[5]**
To increase speed	***{FAST SPEED}***	**[6]**
To convert an old message to new		**[7]**
To add an ID tag to this message	***{INDEX}***	**[8]**
To repeat this message with time tag	***{HEADER}***	**[9]**

2. Press ***{INDEX}*** or **[8]**;
   you hear the following message:
   *Enter a message index number between 1 and 9, or dial pound **[#]** for the system index.*

3. Select a number between 1 and 9 -- for example, 7 -- to tag the message as ‘7’ in your personal index; **or**
   dial **[#]**;
   IMAGEN assigns the message a System index number between 10 and 137, and informs you accordingly:
   Message index <number>.
   You are returned to the LISTEN Menu.

If you attempt to assign a message with a personal identification number that is already in use, you receive the following message:
*This Identification tag is taken. To reassign it to the current message, dial **[#]**. To select another identification tag, dial a digit between 1 and 9. To exit, dial star **[*]**.*

To retrieve an indexed message

1. Enter your mailbox, and from the MAILBOX Menu, select **[6]**;
   you receive the MESSAGE TYPE SELECTION Menu:

To listen to your new messages	***{NEW MSGS}***	**[1]**
To listen to your old messages	***{OLD MSGS}***	**[2]**
To listen to your future delivery messages	***{FUTUR DLVR}***	**[3]**
To listen to your confirmation messages	***{CONFIRM}***	**[4]**
To listen to your indexed messages	***{INDEXED}***	**[5]**

2. Dial **[5]**; you hear the following announcement:
   *You have <number> private indexed messages in your mailbox. Enter the message identification tag 1 to 9, or dial pound **[#]** followed by the system assigned identification tag.*

3. Enter the appropriate private index tag
   or
   Dial **[#]** followed by the system index tag, and dial **[#]** again to confirm.

IMAGEN retrieves and plays the message as instructed. You are then transferred to the LISTEN Menu.

NOTE

If you enter an identification number that does not exist, IMAGEN informs you accordingly, and plays the message that comes next in numerical order.

If, when prompted to enter the identification number, you dial **[#]** twice in succession, all indexed messages will be played successively.

To remove a message from an index

After retrieving and listening to the message you wish to remove from the index, you receive the MORE LISTEN OPTIONS Menu:

1. Dial **[8]**;
   you hear the following announcement:
   To remove identification tag, dial pound (#).
2. Dial **[#]**;
   the Index tag is removed from the message and you are returned to the LISTEN Menu.

FORWARDING YOUR MESSAGES TO ANOTHER LOCATION

If you know you are going to be away from your desk, you can have any messages you receive forwarded to another telephone extension, outside line or pager. This is called the Follow-me Option.If you have activated the follow-me option, then after a message is left in your mailbox, the follow-me destination telephone rings. Upon answering, you hear a recorded announcement that you have a message. Then you enter your password and can listen to your messages.

You can designate two different follow-me destinations. For example, you can have your calls forwarded to one extension during the morning, and to a different extension during the afternoon. You can also program your mailbox so that after regular business hours your messages are automatically forwarded to another extension.

In order to activate the follow-me option, you must:

- program at least one follow-me destination number;
- program the start and stop times for each follow-me number;
- program the follow-me method -- telephone, pager, or PABX/CENTREX C.O. line -- for each number;
- activate the follow-me option.

PROGRAMMING FOLLOW-ME NUMBERS

Step 1: Enter the follow-me number

You can designate one or two follow-me numbers, for different times of the day.

1. Press ***{SET OPTION}*** or **[4]** in the MAILBOX Menu; you receive the MAILBOX OPTIONS Menu.
2. Press ***{1ST FOLLOW*** or **[1]** to designate the first follow me number, or ***{2ND FOLLOW}*** or **[2]** to designate the second follow me number; you receive the FOLLOW-ME Menu:

To activate follow me by message type	***{ACTIVATE}***	**[1]**
To deactivate follow me by message type	***{DEACTIVATE}***	**[2]**
To enter the follow me number	***{FLW NUMBER}***	**[3]**
To set follow me times	***{FLW TIME}***	**[4]**
To select the follow me method	***{FLW METHOD}***	**[5]**

3. Press ***{FLW NUMBER}*** or **[3]**;
   you are prompted to enter the follow-me number.
4. Enter the follow-me telephone number -- up to 32 digits -- and dial **[#]**;
   you remain in the FOLLOW-ME Menu.

NOTE

Within the follow-me number, it may be necessary to include a digit for seizing an outside line; your system may require dialing **[*]** for a pause to wait for a dial tone; or some other adjustments may be necessary. If you encounter any difficulty in activating a follow-me number, consult your system administrator.

Step 2: Program the follow-me time period

You need to program the time period during which you want your messages forwarded to the follow-me destination.

1. Press ***{FLW TIME}*** or **[4]** in the FOLLOW-ME Menu; you are prompted to enter the start and stop times.
2. Enter four digits for the start time -- for example, 1545 for 3:45 PM.
3. Enter four digits for the stop time -- for example 0000 for midnight.

NOTE

Instead of programming your own start and stop times, as above, you can have your follow-me start and stop times automatically correspond to your organization's start and end of work hours. In other words, calls made to your extension outside of work hours (as pre-programmed in the system) will be forwarded to your follow-me destination.

To program follow-me in accordance with your organization's work hours

1. Press ***{FLW TIME}*** or **[4]** in the FOLLOW ME Menu.
2. When you are asked for the start time, dial **[#]**.
3. When you are asked for the stop time, dial **[#]** again.

Step 3: Select the follow me method

You can have your messages forwarded to either a regular telephone, pager or to an extension configured behind a PABX or CENTREX. (See your system administrator for more details about this third option).

1. Press ***{FLW METHOD}*** or **[5]** in the FOLLOW ME Menu.
2. Press ***{PAGER}*** or **[1]** for pager or
   press ***{REGULAR}*** or **[2]** for telephone or
   press ***{PABX/CNTRX}*** or **[3]** for a PABX/CENTREX C.O. line.

You have now finished programming one of the two follow-me numbers. If you wish to program a second number, select ***{SET OPTION}*** or **[4]** from the MAILBOX Menu, and then ***{2ND FOLLOW*** or **[2]** from the MAILBOX OPTIONS Menu, and repeat this process for the second number.

Step 4: Activate (or deactivate) the follow-me number

Once you have programmed at least one follow-me number, you can activate the follow-me option.

1. Select ***{1ST FOLLOW*** or ***{2ND FOLLOW}*** from the MAILBOX OPTIONS Menu.
2. Press ***{ACTIVATE}*** or **[1]**;
   you receive the FOLLOW ME ACTIVATION Menu:

To activate for all new messages	***{NEW}***	**[1]**
To activate for EXTERNAL and URGENT messages only	***{EXT & URGN}***	**[2]**
To activate for URGENT messages only	***{URGENT}***	**[3]**

3. Select the desired option by dialing **[1]**, **[2]** or **[3]**.

To deactivate the follow-me option

- Press ***{DEACTIVATE}*** or **[2]** in step 2, above.

ANSWERING A FOLLOW-ME CALL

Answering a follow-me call to a telephone

When you have activated follow-me for a telephone extension (regular or PABX/CENTREX) or external number and you receive a message, the telephone extension or external number rings, and you hear a recorded announcement: "*This is a recorded message for* <your name>".

You then hear the following options:

If the requested person is present	dial **[2]**
If the person is unknown	dial **[3]**
If the requested person is not present now	dial **[4]**

To answer the follow-me call

1. Dial **[2]**;
   you are asked to enter your password.
2. Enter your password; you hear your message.

NOTE

If you dial **[3]**, the follow-me option is disabled. No more messages are forwarded to that number, unless you activate it again.

If you dial **[4]**, the system will try to reach you at this number again, when an additional new message arrives.

Answering a follow-me call forwarded to a pager

When you have activated follow-me for a pager and you receive a message, the pager beeps. After dialing in to your pager service, you hear a recorded announcement:
This is a recorded message for <*your name*>.
Then you hear the message.

RECORDING CONVERSATIONS

IMAGEN enables you to record your telephone conversations. You must have the system administrator program designate the **[CALL RECORD]** button to operate at your station.

A conversation you have recorded is stored in your mailbox, as any message is. You can, therefore, transfer or copy the recorded conversation to another mailbox or mailbox group. (See ***Copying or transferring a message to another mailbox***).

Unless your system is programmed otherwise, the initial recording time allotted to each call is 15 minutes. You can, however, add additional recording time, for up to a total of 30 minutes.

To record a conversation

1. Press **[CALL RECORD]**, while engaged in a conversation; the ***{ADD TIME}*** and ***{END RECORD}*** softkeys appear on the display.
2. Press ***{ADD TIME}*** to extend the recording time, if necessary.
3. Press ***{END RECORD}*** to stop the recording.
   It is required that you advise the second party that the conversation is being recorded.

SCREENING INCOMING CALLS

The call screening feature allows you to screen external calls arriving at your station through the **auto attendant**. You hear who is calling you and decide which calls you want to answer, and which callers you prefer having leave a message. You must ask the system administrator to program this feature to be operative at your station.

When the feature is operative and you receive a call, the **auto attendant** answers the call. Callers hear a recorded announcement, asking them to identify themselves. You hear both the **auto attendant** and the caller's response through the station speaker. You can either answer the call, or have **IMAGEN** take a message.

To screen your calls

1. Press your programmed **[CALL SCREEN]** button; the button light goes on, indicating that the feature is operative.
2. When you receive a call, listen to the caller identifying herself and decide if you want to accept the call.
3. To answer the call, either:
   - pick up the receiver;
   - press ***{ANSWER SCREEN}***;
     or
   - press **[SPKR]**.

   or

4. To reject the call, either:
   - press ***{END SCREEN}***;
   - press any key other than **[SPKR]**;
     or
   - simply refrain from answering;

   the caller hears your no answer greeting. At this stage, you can no longer change your mind and pick up the call.

To stop screening your calls

- Press your programmed **[CALL SCREEN]** button again;
  the button light goes off.

MESSAGE MONITORING AND CALL INTERCEPTION

The message monitoring feature allows you to monitor messages being recorded in your mailbox for you, by external callers. When message monitoring is activated for your telephone set, each of your calls will be answered by the automated attendant, who will suggest that the caller leave you a message. You can hear the message while it is being recorded and decide whether you prefer to intercept and answer the call, or to have the caller leave a message.

You can program the monitoring time from your telephone set.

You must ask the system administrator to program the message monitoring feature to be operative at your station.

To monitor your messages

1. Press your programmed **[MESSAGE MONITOR]** button; the button light goes on, indicating that the feature is operative.
2. When a caller begins recording a message for you, the caller’s voice can be heard -- through your telephone set speaker -- and you can then decide if you want to accept the call. At this stage, your telephone set will be in mute mode, so that the caller cannot hear you.

To intercept the call

1. To intercept and answer the call, either:
   - pick up the receiver;
   - press ***{ANSWER SCREEN}***;
     or
   - press **[SPKR]**.

   or
2. To reject the call, either:
   - press ***{END SCREEN}***;
   - press any key other than **[SPKR]**;
     or
   - simply refrain from answering;

To stop monitoring your calls

- Press your programmed **[MESSAGE MONITOR]** button again;
  the button light goes off.

To set the monitoring time for your calls

1. Enter your mailbox (dial the **IMAGEN** access code and dial **[#][#]**).
2. Enter your password;
   you receive the Mailbox Menu.
3. Press ***{SET OPTION}*** or **[4]**;
   you receive the MAILBOX OPTIONS Menu.
4. Dial **[8]**;
   you are asked to set the monitoring time either:
   - in multiples of 5 seconds, where dialing a digit between 1 and 9 corresponds to a maximum message monitoring time of 5 seconds to 45 seconds, respectively;

   or
   - to be unlimited.

5. Dial either:
   - the digit -- **[1]** to **[9]** -- for the desired respective monitoring time;

   or
   - **[#]** -- for unlimited monitoring time;

   the auto attendant responds with an announcement of the selected monitoring time; for example:
   - if you dialed **[1]** -- “five seconds”;
   - if you dialed **[9]** -- “forty five seconds”;
   - if you dialed **[#]** -- “unlimited”;

   if no setting is defined, the default monitoring time is 10 seconds.

DIALING ASSISTANCE FOR OUTSIDE CALLERS

Outside callers who do not know the extension number of the person they wish to reach have three different types of assistance available to them:

Dial by Name enables them to reach the person by dialing a few letters of their name.

Extension Assistance plays recorded announcements of extension numbers.

Single Digit Dialing allows the caller to reach a preprogrammed extension by dialing one digit.

NOTE

A person calling from inside the system may also use all three of these options, if she first exits the system and then dials the outside **IMAGEN** telephone number.

DIAL BY NAME

An outside caller answered by the Auto Attendant Dial by Name (ADBN) can reach an extension by dialing the name of the extension owner, instead of the extension number. The caller dials the first few digits of the extension owner's name, using the standard DTMF telephone dialpad.

To dial by name

1. Dial the **IMAGEN** telephone number;
   you hear the following options:

To call an extension	Dial **[1]** and the **extension no.**
To leave a message	Dial **[2]** and the **mailbox number**
To dial by name	Dial **[3]**
To conduct an interview	Dial **[4]**
To use single digit dialing	Dial **[5]**, **[6]**, **[7]** or **[8]**
To ask for extension assistance	Dial **[9]**
To ask for operator assistance	Dial **[0]**
To disconnect	Dial **[*]**

2. Dial **[3]**; you hear a recorded announcement:
   Dial the first "X" letters of the subscriber's name, using a standard dialpad.
   "X" in the announcement is the programmed maximum number of letters -- up to six.
   - For the letter Q dial **[7]**.
   - For the letter Z dial **[9]**.
   - To complete the entry dial **[#]**.
   - For the operator dial **[0]**.
3. Dial the first letters of the name and dial **[#]**; what happens next depends on whether or not the letters you dial match a name in the dial by name directory.
   - If the letters you dial match a name -- and only one name -- from the directory; the system dials the extension;
   - If the letters do not match any name in the directory, you hear a recorded announcement: *The name you have dialed is not listed in our directory*;

- If the letters match several possible names, you are given a choice of which name you want to dial. For example, if you want to reach Jack Brown, dial BR and **[#]**, you hear a recorded announcement, giving you the first name in the directory that starts with BR:
  There are several subscribers with that name. Please select one of the following names:
  - *BOB BROWN at extension 455*;
  - *Dial* **[1]** *to transfer to that extension*;
  - *Dial* **[2]** *to play the next name*;
  - *Dial* **[0]** *for the operator*;
  - *Dial* **[*]** *for the previous menu*.

You continue dialing **[2]**, until you hear the name you want to reach. Then dial **[1]**.

NOTE

The Dial By Name feature is also available to internal users in the following situations:

- When leaving a message for another mailbox;
- When copying or transferring a message to another mailbox.

EXTENSION ASSISTANCE

Extension Assistance is a recorded announcement that provides the extension numbers of various departments in your organization.

The primary extension assistance announcement can list a series of departments -- for example:

- For personnel dial **[1]**;
- For sales and marketing dial **[2]**.

The secondary extension assistance announcement gives the extension numbers of various people in the department. For example, if you dialed **[1]** for personnel you might then hear an announcement similar to:

- For Jane Smith dial 13489
- For John Smith dial 15679

When a callers hear the extension number of the person they wish to reach, they can either,

- Dial **[1]** and the extension number;
  or
- Dial **[2]** and the mailbox number; they can then leave a message after the tone sounds.

SINGLE DIGIT DIALING

Certain extensions as designated in the system can be dialed directly, if programmed accordingly. The outside caller hears a recorded announcement listing these extensions, and dials a single digit, rather than dialing the extension number or name of the extension owner.

The digits **[5]**, **[6]**, **[7]**, and **[8]** are commonly allocated for single digit dialing, but your system administrator may have programmed your system differently.

OPERATOR ASSISTANCE

In those cases where an operator position has been programmed into the system, an external user can choose to be connected to the operator:

1. Dial the **IMAGEN** telephone number.
2. Dial **[0]** to select the Operator Assistance option.

Additionally, if you had selected **[2]** to leave a message, and then change your mind before the message-record announcement concludes, you can dial **[0]** to have your call transferred to the operator.

PROGRAMMED INTERVIEW

If the system administrator has programmed this feature, it conducts a recorded interview with an outside caller.

For example, the system administrator can program an interview that takes orders over the phone. The recorded interview questions might ask the customer her name and address, what product they want to order, what size, what color, etc. and how they want to make payment. The answers are recorded. The interview consists of a maximum of eight interview questions, followed by a closing message to the caller.

To conduct an interview

1. Dial the **IMAGEN** telephone number;
   you hear the main opening greeting, which includes an instruction to dial **[4]** for the interview (for example, *If you want to order a catalog item, dial* **[4]**).
2. Dial **[4]**;
   you hear the first interview question.
3. Answer the question and dial **[#]** to indicate that you have finished your answer, or simply wait for the allotted time to pass;
   you hear the next question.
4. Answer the rest of the questions, until you hear the closing message.

NOTE

Your system administrator may program up to nine different interviews into the system. If there is more than one interview, the main opening greeting contains dialing instructions for accessing the different interviews. For example, *To order a catalog item, dial* **[7]**. *To request billing information, dial* **[8]**. Once the caller has dialed into the desired interview, it is conducted as above.

FOREIGN LANGUAGE ANNOUNCEMENTS

IMAGEN offers you the option of having your mailbox operate in languages other than English.

If this option has been installed in your system your system administrator can program your mailbox so that you and people calling your mailbox have a choice of hearing announcements and instructions in up to ten different languages.

It is possible to program a mailbox so that its owner hears options and announcements in a foreign language, while incoming callers hear them in English.

System announcements and instructions are in English unless otherwise programmed by the system administrator, in which case the main opening greeting provides the caller with an option for changing the language.

DIALING OUT WITH CUSTOMIZED DIRECTORIES

An optional software package called the **Electronic Business Card** is available with **IMAGEN**. It enables the system administrator to define special dialing directories, so that directory lists of your customers or clients appear on your display. You can dial the extension of the person you want, simply by pressing the softkey next to their name. For information on how to define and maintain personal customized directories, see the **Electronic Business Card Installation & Programming Manual**.

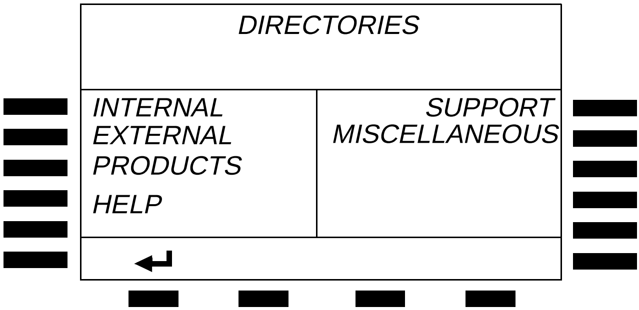
CUSTOMIZED DIAL BY NAME DIRECTORIES

The system administrator can establish any kind of directory that is useful to your organization, such as lists of suppliers, government agencies, or products. They can also program more detailed information about each entry in a directory into the system. These directories are called System Dial by Name Directories (SDBN). They can be either internal directories -- of extensions within your organization, or external directories -- of extensions outside of your organization.

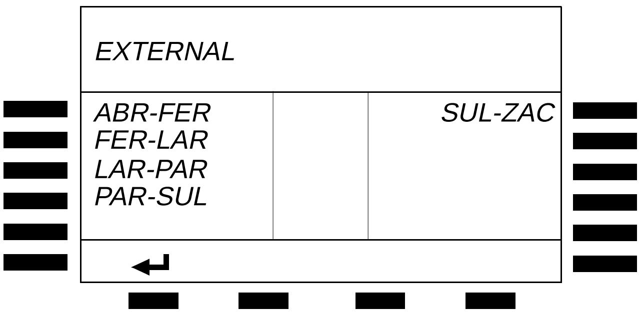
The 📖 icon appears on your telephone's idle state display, but is active only if one or more directories have been defined in your system, and your telephone has been programmed to use at least one directory. Otherwise, the PHONE BOOK feature is initiated when you press 📖.

To dial out using a customized directory

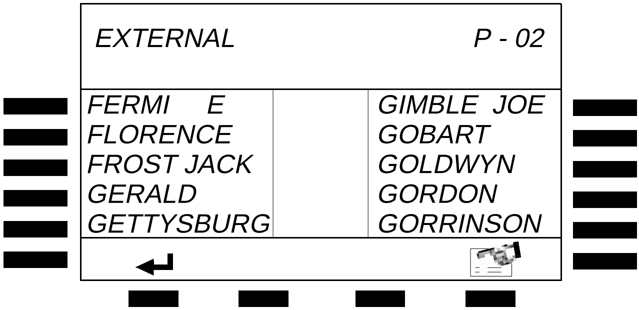
1. Press ;
   a list of defined directories appears, as in the example below:



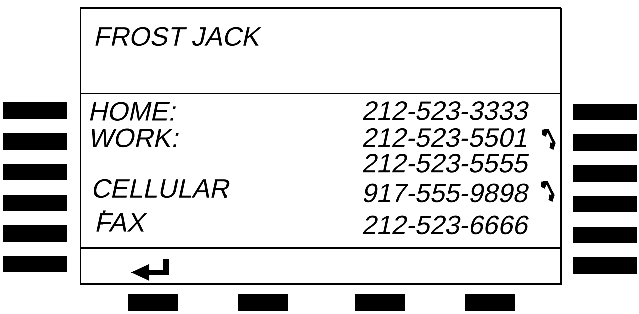
2. Press the softkey for the desired directory (in this example ***{EXTERNAL}***);
   a list of alphabetical ranges appears:



3. Press the softkey for the alphabetical range that includes the name of the person you want to call (in this example Frost);
   a list of names appears:



4. You can use the **[LO HI]** key to page through the names in that particular directory.
5. Press the softkey adjacent to the desired name (in this example Frost James);
   the system dials the first number in his directory listing.
   or
   If you want to see additional details about this entry:
   Press and then the softkey for the name, e.g. **{*FROST*}**; the listing details, if any are available, for the party appear:



6. Press the softkey next to the number you want to dial;
   the system dials the number.

ADVANCED IMAGEN SUBSCRIBER FEATURES

This section contains a description of a number of more advanced mailbox features. If you prefer, each of these features can also be programmed for you by your system administrator, on the dedicated IMAGEN Personal Computer.

AUTOMATIC COPYING OF UNHEARD MESSAGES

If a number of employees in your organization handle the same type of calls, **IMAGEN** can see to it that they receive each other's messages as well. In this way, an important message left for an absent employee that may otherwise go unattended, can be automatically passed on to another colleague for handling. This **IMAGEN** feature is called Automatic Copying of Unheard Messages

For instance, if you deal with urgent matters, you may want messages that have been in your mailbox for more than 15 minutes automatically copied into one of your colleagues' mailbox. On the other hand, someone who deals with less urgent matters may prefer not to have their messages copied unless they have been in their mailbox for over a day.

Once you have programmed this feature, **IMAGEN** checks your mailbox at regular intervals. If you have not listened to a new message within the amount of time you specified, that message is copied into the designated automatic-copy mailbox. All subsequent new messages are copied into the automatic-copy mailbox, until you enter your own mailbox and listen to your messages.

To program your mailbox to automatically copy unheard messages

1. Dial **[4]** in the MAILBOX Menu; you receive the MAILBOX OPTIONS Menu.
2. Dial **[7]** -- Auto-copy; you are transferred to the AUTO COPY Menu:

To select the auto-copy destination	***{DESTINATIO}***	**[1]**
To select the auto-copy time period	***{TIME}***	**[2]**
For non-urgent messages	***{NON-URGENT}***	**[3]**
For private messages	***{CONFIDENTL}***	**[4]**
For common messages	***{COMMON}***	**[5]**

3. Press ***{DESTINATIO}*** or **[1]** to indicate the auto-copy destination, then enter the appropriate mailbox number; you are returned to the AUTO COPY Menu.
4. Press ***{TIME}*** or **[2]** to specify the time period after which messages in your mailbox will be copied to the auto-copy destination. Enter the time period in HH:MM format (e.g. for 15 minutes, dial **[0]**, **[0]**, **[1]**, **[5]**).
   You are returned to the AUTO COPY Menu.

NOTE

The time period you designate must be a multiple of 15 minute intervals (e.g. 15 minutes, 45 minutes, 1 hour).

5. Press ***{NON-URGENT}*** or **[3]**, ***{CONFIDENTL}*** or **[4]**, or ***{COMMON}*** or **[5]**, to select the type of message for which you want to activate (or deactivate) the auto copy feature.
6. Dial **[1]** to activate (or **[2]** to deactivate) the feature for that message type.
   You are returned to the AUTO COPY Menu.
7. Repeat steps 5 and 6 if you want to activate (or deactivate) auto-copy for additional message types.

Copies of all messages forwarded to another mailbox by this feature remain in the source mailbox. In addition, messages copied to the automatic-copy mailbox will NOT be on-forwarded to other mailboxes in the event that they are unheard by your colleague as well.

DEFINING A PERSONAL DISTRIBUTION GROUP

In addition to mailbox groups, which are programmed by the system administrator, you can also define your own personal distribution group for sending out common messages. A personal group can consist of up to eight member mailboxes. Subject to this size limitation, you can add and delete mailboxes at will. Only one personal distribution group can be defined per mailbox.

To add mailboxes to your personal distribution group

1. Dial **[4]** in the MAILBOX Menu; you receive the MAILBOX OPTIONS Menu.
2. Press or **[6]** for the Private distribution list option; you are transferred to the DISTRIBUTION LIST Menu:

To insert a new member	***{INSERT}***	**[1]**
To move to the next member	***{NEXT}***	**[2]**
To delete the current member	***{DELETE}***	**[3]**

3. Press ***{INSERT}*** or **[1]** and then enter the mailbox number of the first member or the mailbox group number; the mailbox is added to your personal group, and you are returned to the DISTRIBUTION LIST Menu.
4. Repeat step 3 for as many mailboxes as you wish to add to your group.
   If you attempt to add a member to the group when it is full, you hear the message *Your distribution list is full*.

To delete Mailboxes from your personal distribution group

1. From the MAILBOX OPTIONS Menu, press  or **[6]** to access the DISTRIBUTION LIST Menu;
   you hear the announcement *The current member number is <Mailbox number>*.
2. Press ***{DELETE}*** or **[3]** to delete the current member
   or
   Press ***{NEXT}*** or **[2]** (repeatedly if necessary) to scroll through the other mailboxes in your group, and dial **[3]** to when you reach a mailbox you wish to delete.
   The current member mailbox is deleted and you are returned to the DISTRIBUTION LIST Menu.When you have deleted all members of your distribution group, you hear the announcement *Your distribution list is empty.*
   To send a message to your personal distribution group, dial **[0]** when **IMAGEN** asks you to enter the mailbox group number. See the section titled ***Leaving a message for a mailbox group*** for more details.

PROGRAMMING AUTOMATED ATTENDANT SERVICE FOR YOUR MAILBOX

The Auto attendant service feature allows you to take full advantage of the IMAGEN Auto attendant facility. It enables you to determine how incoming calls to your extension will be handled in the event of a ‘busy’ or ‘no answer’ response, whether during daytime or nighttime hours.

By proceeding through a series of menus, you can specify:

- the conditions under which you want the Auto attendant to operate;
- the types of calls and times at which mailbox forwarding instructions will apply;
- whether callers should be forwarded internally or externally, or given the option to leave a message.

A. Select a Department Secretary

You can designate an extension as 'Department Secretary', whereby an incoming caller who has reached your mailbox and dials **[0]** to connect to the operator, will be directed to this specified extension for assistance.

To define an extension as the Department Secretary

1. Dial **[4]** in the MAILBOX Menu; you receive the MAILBOX OPTIONS Menu.
2. Press ***{AUTO ATT}*** or **[3]** to select the Auto Attendant Service option;
   you receive the AUTOMATED ATTENDANT Menu:

To program the department secretary	***{SECRETARY}***	**[1]**
To program automated attendant service	***{ATT SERVIC}***	**[2]**
To program call forwarding for all calls	***{ALL FRWARD}***	**[3]**
To program call forwarding for specific calls	***{SPEC FRWRD}***	**[4]**

3. Press ***{SECRETARY}*** or **[1]**
   you are prompted to enter the number of the extension to serve as Department secretary.
4. Enter the extension number, then dial **[#]**;
   you are returned to the AUTOMATED ATTENDANT Menu.

B. Select the Auto attendant method of operation for your mailbox

You can choose one of the following three Auto attendant modes for dealing with incoming calls:

- *Internal --* The Auto attendant initially transfers all incoming calls to your internal extension. If there is a ‘busy’ or ‘no answer’ response, calls are handled according to mailbox forwarding instructions (as described below).

- *External* -- The Auto attendant initially transfers all incoming calls to your external Follow-me location (which must be activated). If there is a ‘busy’ or ‘no answer’ response, calls are handled according to mailbox forwarding instructions.

- *None* -- The Auto attendant will not operate for your extension. In this case, if the Auto attendant feature is operational in your system, incoming calls intended for your extension are handled according to your mailbox forwarding instructions.
  If not, incoming callers are greeted with an announcement stating that the requested extension is unavailable, and are returned to the MAIN Menu.

To select the desired Auto attendant method of operation

1. From the AUTOMATED ATTENDANT Menu, select ***{SERVICE}*** or **[2]**;
   you are prompted to choose the Auto attendant mode you require.
2. Press ***{INTERNAL}*** or **[1]**, ***{EXTERNAL}*** or **[2]**, or ***{NO}*** or **[3]**.
   You are returned to the AUTOMATED ATTENDANT Menu.

C. Program the call handling method for all no answer/ busy calls

You can determine how all incoming calls are to be handled if your extension is busy or there is no answer. There are several options available:

- *Default* -- You can decide to have calls handled according to the tenant programming for your system; or have **IMAGEN** play the regular BUSY/NO ANSWER menu, either with or without offering the caller the option to 'camp on' to your extension.
- *Record* -- The caller is asked to leave a message in your mailbox.
- *Unscreened transfer* -- The caller is automatically camped on to your extension.
- *Follow me* -- You can choose to have calls forwarded to either your first or second pre-programmed follow-me number (which must be activated). If you have two follow-me numbers, you can choose the 'Both' option, whereby calls are forwarded to your second number in the event that the first follow-me is deactivated or the first follow-me subscriber is busy or not answering.
- *Internal forward* -- Select an internal extension number where calls will be forwarded on either a screened or unscreened basis.

To program the no answer/busy call handling method for all calls

1. From the AUTOMATED ATTENDANT Menu, select **[3]**; you are transferred to the OPERATION Menu:

To select the Default option	***{DEFAULT}***	**[1]**
To select the Record option	***{RECORD}***	**[2]**
To select the Unscreened Transfer option	***{UNSCRN}***	**[3]**
To select the Follow-me option	***{FOLLOW-ME}***	**[4]**
To select the Internal Forward option	***{INT FRWARD}***	**[5]**

2. Choose the desired call handling method.
   - If you press ***{RECORD}*** or **[2]**, or ***{UNSCRN}*** or **[3]**, your selection is saved, and you are returned to the AUTOMATED ATTENDANT Menu.
   - If you press ***{DEFAULT}*** or **[1]** -- you are prompted to select a *Default* option.
     Press ***{ENABL CAMP}*** or **[1]** for the BUSY/NO ANSWER menu **with** a camp-on option. Press ***{DISABL CMP}*** or **[2]** for the BUSY/NO ANSWER menu **without** a camp-on option. Press ***{TENANT PRG}*** or **[3]** for regular tenant programming. After making your selection, you are returned to the AUTOMATED ATTENDANT Menu.
   - If you press ***{FOLLOW ME}*** or **[4]**, you are prompted to select a *Follow-me* option. Press ***{1ST FOLLOW}*** or **[1]** to direct calls to your first follow-me number. Press ***{2ND FOLLOW}*** or **[2]** to direct calls to your second follow-me number. Press ***{BOTH}*** or **[3]** to select the ‘Both’ option, as described above. After making your selection, you are returned to the AUTOMATED ATTENDANT Menu.
   - If you press ***{INT FRWARD}*** or **[5]**, you are prompted

to enter an *internal extension number*. You are then asked to select either ***{SCREENED}*** or **[1]**, to have calls forwarded on a screened basis, or ***{UNSCREENED}*** or **[2]** to have them forwarded on an unscreened basis. After making your selection, you are returned to the AUTOMATED ATTENDANT Menu.

D. Program the no answer and busy call handling method for specific types of calls

You may decide you would prefer certain incoming calls arriving at particular times of day or night to be handled in a different manner to that programmed in Part C, above. You can distinguish between calls that receive a ‘busy’ or ‘no answer’ response, and between those calls arriving via the Auto attendant (including Dial by Name and Single digit dialed calls), and those arriving directly via the DIGITAL system.

Following are the six categories of calls for which you can program different call handling options:

- *Auto attendant Day no answer* -- you can decide how unanswered calls that arrived via the Auto attendant during (system) daytime hours should be handled.
- *Auto attendant Night no answer* -- you can decide how unanswered calls that arrived via the Auto attendant during (system) nighttime hours should be handled.
- *Auto attendant Day busy* -- you can decide how calls that arrived via the Auto attendant during (system) day-time hours and received a busy signal, should be han-dled.
- *Auto attendant Night busy* -- you can decide how calls that arrived via the Auto attendant during (system) nighttime hours and received a busy signal, should be handled.

- *System Forward no answer* -- you can decide how unanswered calls that arrived via the DIGITAL system should be handled.
- *System Forward Busy* -- you can decide how calls that arrived via the DIGITAL system and received a busy signal, should be handled.

To program the no answer and busy call handling method for specific types of calls

1. From the AUTOMATED ATTENDANT Menu, select **[4]**; you are transferred to the FORWARD Menu:

To program Auto attendant Day no answer	***{DAY NO-ANS}***	**[1]**
To program Auto attendant Night no answer	***{NGT NO-ANS}***	**[2]**
To program Auto attendant Day busy	***{DAY BUSY}***	**[3]**
To program Auto attendant Day busy	***{NIGHT BUSY}***	**[4]**
To program System Forward no answer	***{SYS NO-ANS}***	**[5]**
To program System Forward busy		**[6]**

2. Choose the category of call that you wish to program; you are transferred to the OPERATION Menu.
3. Proceed to select a call handling method, as in step 2 of Part C, above;
   you are returned to the FORWARD Menu, where you can program further categories if you so desire. (You are not required to program all six categories).

NOTE

The *Unscreened transfer* call handling option is not available for the two System Forward categories.

4. When you have finished programming any or all of the call categories, dial **[*]** to exit the FORWARD Menu.

IMAGEN AT A GLANCE

To Enter Your Mailbox

At your extension:

1. Enter the **IMAGEN** access number;
2. Dial **[#]** twice;
3. Enter your password (if applicable).

From another extension:

1. Enter the **IMAGEN** access number;
2. Dial **[#]**;
3. Enter your Mailbox Number;
4. Enter your password (if applicable).

From outside the system:

1. Dial the **IMAGEN** telephone number;
2. Dial **[#]**;
3. Enter your Mailbox Number;
4. Enter your password (if applicable).

The following procedures assume you have accessed your IMAGEN mailbox:

RECORD YOUR NAME

3 **3** **5** *-- record your name --* **#** **2**

RECORD YOUR MAILBOX GREETING

3 **1** **5** *-- greeting --* **#** **2**

RECORD YOUR BUSY GREETING

3 **2** **5** *-- greeting --* **#** **2**

RECORD YOUR SPECIAL GREETING

3 **4** **5** *-- greeting --* **#** **2**

RECORD YOUR INTERNAL GREETING

3 **5** **5** *-- greeting --* **#** **2**

TO CHANGE YOUR PASSWORD

4 **5** *-- enter up to 12 digits. (If less, finish by pressing* **#***) --* **1**

TO LEAVE A MESSAGE

2 *-- mailbox number, message --* **#** **2**

TO LEAVE A MESSAGE WITH CONFIRMATION

[2] *-- mailbox number, message --* [#] [6] [3] [*]

TO LEAVE A PRIVATE MESSAGE

[2] *-- mailbox number, message --* [#] [6] [2] [*]

TO LEAVE AN URGENT MESSAGE

[2] *-- mailbox number, message --* [#] [6] [1] [*]

TO LEAVE A FUTURE DELIVERY MESSAGE

[2] *-- mailbox number, message --* [#] [6] [4] *-- month (2 digits), day (2 digits), time (4 digits, 24 hr. format)*

TO LEAVE A MESSAGE FOR A MAILBOX GROUP

[5] *-- mailbox group number, message --* [#] [2]

TO LISTEN TO YOUR NEW MESSAGES

[1]

TO ACTIVATE MESSAGE HEADER FEATURE

[4] [4] [1]

TO CARBON RECORD A MESSAGE

[5] -- ***group number***
OR
[#] ***1st mailbox no.*** [3]
⋮
[#] ***last mailbox no.*** [#] [#]
-- ***message*** [#] [2]

TO ACTIVATE MESSAGE FORWARDING FEATURE

4 1 1 [1 or 2 or 3] -- or -- 4 2 1 [1 or 2 or 3]

The following procedures assume you have accessed your IMAGEN mailbox and heard a message:

TO RECOVER A MESSAGE YOU JUST DELETED

7

TO REPLY TO A NEW MESSAGE

4 -- *message* -- # 2

TO REPLY TO AN OLD MESSAGE

6 2 4 -- *message* -- # 2

TO TRANSFER A MESSAGE WITHOUT ANNOTATION

5 2 -- *mailbox number* -- 2

TO COPY A MESSAGE WITHOUT ANNOTATION

5 1 -- *mailbox number* -- 2

TO RECORD AN ANNOTATION AND THEN COPY THE MESSAGE

5 1 *-- mailbox number --* 1 *-- annotation --* 2

TO RECORD AN ANNOTATION AND THEN TRANSFER THE MESSAGE

5 2 *-- mailbox number --* 1 *-- annotation--* 2

TO CARBON COPY/SEND A MESSAGE

5 — ***COPY*** 5 ***OR*** ***SEND*** 6 — ***---*** ***1st mailbox no.*** 3 ⋮ ***last mailbox no.*** # # ***---*** 2